



J. TYLER McCaULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

November 17, 2003

TO: Supervisor Yvonne Brathwaite Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – SHAMROCK
COTTAGE, INC., SHAMROCK MONTERREY, SHAMROCK BINNEY,
SHAMROCK FORBES**

We have completed a review of three agencies operated by Shamrock Cottage, Inc., Shamrock Monterrey, Shamrock Binney, and Shamrock Forbes. Each home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Shamrock Monterrey, Shamrock Binney, and Shamrock Forbes are six-bed facilities located in the Fifth Supervisorial District that provide care for girls ages 13–17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Shamrock Monterrey was providing services for four Los Angeles County Probation children and two DCFS children. Shamrock Binney was providing services for five Probation children and one DCFS child. Shamrock Forbes was providing services for six Probation children.

Scope of Review

The purpose of the review was to verify that the three homes were providing the services outlined in their Program Statements. Additionally, the review covered basic child safety and licensing issues and included an evaluation of each home's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with two children placed in each of the respective homes at the time of the review. The interviews with the residents were designed to obtain their perspectives on the program services provided by the agency and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

All three agencies are providing the services outlined in their Program Statements. However, we noted that Shamrock Binney needs to develop comprehensive Quarterly Reports and Shamrock Forbes needs to provide residents with a sufficient amount of age-appropriate books.

Attached are detailed reports of the findings for each home.

Review of Report

We discussed our report with the Agency's management. The Agency's management is required to provide DCFS and Probation with a written corrective action plan within fifteen business days from the receipt of this report. We thank the management and staff for their cooperation during our reviews.

If you have any questions, please contact me, or have your staff contact Patrick McMahon at (213) 974-0729.

JTM:PM:CC

c: David E. Janssen, Chief Administrative Officer
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee
David Sanders, Ph.D., Director, DCFS
Richard Shumsky, Chief Probation Officer
Antoinette Sunday, Executive Director, Shamrock Cottage, Inc.

SHAMROCK COTTAGE GROUP HOME
Monterrey Drive
198 Monterrey Drive
Claremont, CA
(909) 621-1041
License No.: 191592419
Rate Classification Level: 12

I. FACILITY AND ENVIRONMENT

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Shamrock Monterrey is one of three facilities operated by Shamrock Cottage Group Homes. Located in the city of Claremont, the facility is attractive, spacious, and blends in with other homes in the neighborhood. No safety hazards were noted.

The interior of the home was maintained in a clean and orderly manner. The bedrooms were nicely decorated, comfortably furnished, clean, and personalized by the residents.

The facility had age appropriate play equipment, a computer, board games, TV, VCR and books. There was outdoor athletic equipment and a well-maintained backyard with outdoor furniture in the patio area.

There was a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit, properly stored.

Recommendations

There are no recommendations for this section.

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Both residents met Shamrock Monterrey's population criteria as outlined in the program statement and received an initial diagnostic assessment after being admitted into the program.

The Needs and Services Plans (NSPs) were specific, measurable, attainable, realistic, and time limited. The residents and their authorized representatives participated in developing and updating the NSPs.

Both residents' Quarterly Reports were timely, comprehensive, and discussed the objectives of the NSPs.

The facility provided therapeutic services as noted in their program statement.

Recommendations

There are no recommendations for this section.

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

One resident had completed her high school graduation requirements and participated in the formal high school graduation ceremony. She also completed sixteen hundred hours of vocational training as a cosmetologist and had submitted her application to take the state licensing exams required for her to become a cosmetologist.

The other resident attended the local public continuation high school and did not require an Individualized Education Plan. Her records contained a current report card which reflected that she was doing well in school. The residents indicated that staff was supportive of their academic progress and provided encouragement and educational support according to their individual needs.

Development of daily living skills was part of Shamrock Monterrey's program. The residents were included in the planning and preparation phase of meals, hygiene care was discussed as needed, and employment preparation encouraged as well as the residents saving money. The residents were provided with emancipation training, independent living resources, and the opportunity to participate in vocational training programs. The residents were able to spend their allowance as they wanted.

Recommendations

There are no recommendations for this section.

IV. RECREATION AND ACTIVITIES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Shamrock Monterrey provided appropriate recreational activities to its residents. The residents expressed satisfaction with the variety and the quantity of activities provided by the facility and stated that a monthly activity schedule was followed.

Local community organizations were utilized for recreation and program resources. Residents were encouraged to participate in activities and reported that they were able to participate in self-selected activities. The residents had the opportunity to play table games, sports, read, and work at the computer at free times during the day.

Transportation was provided to and from activities.

Recommendations

There are no recommendations for this section.

V. PSYCHOTROPIC MEDICATION

Method of assessment – Review of relevant documents

There were six residents placed in the agency at the time of the review. A review of case files was not conducted as none of the residents were prescribed psychotropic medications.

Comments:

According to management, none of the residents were receiving psychotropic medication.

Recommendations

There are no recommendations for this section.

VI. PERSONAL RIGHTS

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

The residents were presented with the policies, rules and regulations when they arrived at the facility. They were familiarized with the rewards and discipline practices of the agency and expressed satisfaction with the system. The rewards included recognition, e.g. “girl of the month” and extra outings at the agency’s expense. The residents felt that the rewards and consequences were meted out in a fair manner. Both residents indicated that they felt safe in the home, were treated with respect and dignity, and that they were satisfied with the quality of their interactions with staff. Further, they felt that they were treated as individuals and that staff was culturally sensitive to each resident’s background and ethnicity.

Resident chores included the maintenance of their own rooms and common areas which the residents did not feel were too difficult. The residents were provided with appropriate supervision, were pleased with the food, and had no interference with their daily living functions. The residents received routine and as-needed medical and dental care. The residents gave the facility a top rating overall.

The residents had religious freedom and were aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. CLOTHING AND ALLOWANCE**Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

Shamrock Monterrey provides appropriate clothing, items of necessity, and allowances to the residents. Shamrock Monterrey supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with at least the required minimum weekly allowance that they were able to increase based on the agency’s behavioral system.

Shamrock Monterrey provides residents with adequate personal care items and sufficient, secure space to store their personal items.

The residents had life books.

Recommendations

There are no recommendations for this section.

SHAMROCK COTTAGE GROUP HOME
Binney Street
16236 Binney Street
Hacienda Heights, CA 91745
(626) 330-5067
License No.: 197804057
Rate Classification Level: 12

I. FACILITY AND ENVIRONMENT

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Shamrock Binney is one of three facilities operated by Shamrock Cottage Group Homes. Located in Hacienda Heights, the facility is neat, well-maintained, and spacious. No safety hazards were noted.

The interior of the home was maintained in a clean and orderly manner. The bedrooms were nicely decorated, comfortably furnished, clean, and personalized by the residents.

The facility had age appropriate play equipment, a computer, board games, TV, VCR and books. Outdoor recreational equipment included a basketball hoop, volleyball net, badminton, skates, exercise equipment, and various balls. The back yard was well-maintained with outdoor furniture and a patio bench swing.

There was a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit, properly stored.

Recommendations

There are no recommendations for this section.

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Both residents met Shamrock Binney's population criteria as outlined in the program statement and received an initial diagnostic assessment after being admitted into the program.

AUDITOR-CONTROLLER
COUNTY OF LOS ANGELES

The Needs and Services Plans (NSPs) were specific, measurable, attainable, realistic, and time limited. The residents and their authorized representatives participated in developing and updating the NSPs.

Both residents' Quarterly Reports were timely and generally referenced the NSPs. However, the Quarterly Reports should be more comprehensive in discussing the progress towards attaining each of the noted goals in the NSPs. Particularly relevant to emancipating residents, the Quarterly Report should be more specific in citing each resident's achievements that support the plan for release.

The facility provided treatment programs as noted in their program statement.

Recommendations

- 1. Shamrock Binney management develop comprehensive Quarterly Reports.**

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Both residents attended the local public continuation high school. One resident required and had an Individualized Education Plan and both records contained current report cards. The residents indicated that staff was supportive of their academic progress and provided encouragement and educational support according to their individual needs.

Development of daily living skills was part of Shamrock Binney's program. The residents were included in the planning and preparation phase of meals, hygiene care was discussed as needed, and employment preparation encouraged as was the residents saving money. The residents were provided with emancipation training and independent living resources. The residents were not employed and both were allowed to spend their allowances as they wanted.

Recommendations

There are no recommendations for this section.

IV. RECREATION AND ACTIVITIES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Shamrock Binney provided appropriate recreational activities to its residents. The residents expressed satisfaction with the variety and the quantity of activities provided by the facility and stated that a monthly activity schedule was followed.

Local community organizations were utilized for recreation and program resources. Residents were encouraged to participate in activities and reported that they were able to participate in self-selected activities. The children had the opportunity to play table games, read, work at the computer and watch television at free times during the day.

Transportation was provided to and from activities.

Recommendations

There are no recommendations for this section

V. PSYCHOTROPIC MEDICATION

Method of assessment – Review of relevant documents.

There were six residents placed in the agency at the time of the review. A review of case files was not conducted as none of the residents were prescribed psychotropic medications.

Comments:

According to management, none of the residents were receiving psychotropic medication.

Recommendations

There are no recommendations for this section.

VI. PERSONAL RIGHTS

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

The residents were presented with the policies, rules and regulations when they arrived at the facility. They were familiarized with the rewards and discipline practices of the

agency and expressed satisfaction with the system. The rewards included recognition, e.g. "girl of the month" and extra outings at the agency's expense. The residents felt that the rewards and consequences were meted out in a fair manner. Both residents indicated that they felt safe in the home, were treated with respect and dignity, and that they were satisfied with the quality of their interactions with staff. Further, they felt that they were treated as individuals and that staff was culturally sensitive to each resident's background and ethnicity.

Resident chores included the maintenance of their own rooms and common areas which the residents did not feel were too difficult. The residents were provided with appropriate supervision, were pleased with the food, and had no interference with their daily living functions. The residents received routine and as-needed medical and dental care. The residents gave the facility a top rating overall.

The residents had religious freedom and were aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. CLOTHING AND ALLOWANCE

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Shamrock Binney provides appropriate clothing, items of necessity, and allowances to the residents. Shamrock Binney supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with at least the required minimum weekly allowance that they were able to increase based on the agency's behavioral system.

Shamrock Binney provides residents with adequate personal care items and sufficient, secure space to store their personal items.

The residents had life books.

Recommendations

There are no recommendations for this section.

SHAMROCK COTTAGE GROUP HOME
Forbes Avenue
2287 Forbes Avenue
Claremont, CA 91711
(909) 621-1041
License No.: 197800088
Rate Classification Level: 12

I. FACILITY AND ENVIRONMENT

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Shamrock Forbes is one of three facilities operated by Shamrock Cottage Group Homes. Located in the city of Claremont, the facility is attractive, spacious, and blends in with other homes in the neighborhood. No safety hazards were noted.

The interior of the home was maintained in a clean and orderly manner. The bedrooms were nicely decorated, comfortably furnished, clean, and personalized by the residents.

The facility had age appropriate play equipment, a computer, board games, TV, VCR and books. However there was an insufficient amount of age-appropriate books. There were three books by Erma Bombeck, two books about Oregon and Nebraska and another book titled Someday the Rabbi Will Leave.

Outdoor recreational equipment included exercise equipment, various balls, and a volleyball net. The back yard was well-maintained with outdoor furniture.

There was a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit, properly stored.

Recommendations

1. **Shamrock Forbes management provide residents with a sufficient supply of age-appropriate books.**

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Both residents met Shamrock Forbes' population criteria as outlined in the program statement and received an initial diagnostic assessment after being admitted into the program.

The Needs and Services Plans (NSPs) were specific, measurable, attainable, realistic, and time limited. The residents and their authorized representatives participated in the development and updating of the NSPs.

Both residents' Quarterly Reports were timely, comprehensive, and focused on the goals of the NSPs.

The facility provided treatment programs as noted in their program statement.

Recommendations

There are no recommendations for this section.

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents attended the local public continuation high school. Neither resident required an Individualized Education Plan and their records contained current report cards. The residents indicated that staff was supportive of their academic progress and provided encouragement and educational support according to their individual needs.

Development of daily living skills was part of Shamrock Forbes' program. The residents were included in the planning and preparation phase of meals, hygiene care was discussed as needed, and employment preparation encouraged as well as the residents saving money. The residents were provided with emancipation training, independent living resources, and the opportunity to participate in vocational training programs. The residents were not employed and both were allowed to spend their allowances as they wanted.

Recommendations

There are no recommendations for this section.

IV. RECREATION AND ACTIVITIES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Shamrock Forbes provided appropriate recreational activities to its residents. The residents expressed satisfaction with the variety and the quantity of activities provided by the facility and stated that a monthly activity schedule was followed.

Local community organizations were utilized for recreation and program resources. Residents were encouraged to participate in activities, and reported that they were able to participate in self-selected activities. The children had the opportunity to play table games, sports, read, work at the computer and watch television at free times during the day.

Transportation was provided to and from activities.

Recommendations

There are no recommendations for this section.

V. PSYCHOTROPIC MEDICATION

Method of assessment – Review of relevant documents

There were six residents placed in the agency at the time of the review. A review of case files was not conducted as none of the residents were prescribed psychotropic medications.

Comments:

According to management, none of the residents were receiving psychotropic medication.

Recommendations

There are no recommendations for this section.

VI. PERSONAL RIGHTS

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

The residents were presented with the policies, rules, and regulations when they arrived at the facility. They were familiarized with the rewards and discipline practices of the agency and expressed satisfaction with the system. The rewards included recognition, e.g. “girl of the month”, extra outings at the agency’s expense. The residents felt that the rewards and consequences were meted out in a fair manner. Both residents indicated that they felt safe in the home, were treated with respect and dignity, and that they were satisfied with the quality of their interactions with staff. Further, they felt that they were treated as individuals and that staff was culturally sensitive to each resident’s background and ethnicity.

Resident chores included the maintenance of their own rooms and common areas which the residents did not feel were too difficult. The residents were provided with appropriate supervision, were pleased with the food, and had no interference with their daily living functions. The residents stated that they received routine and as needed medical and dental care. The residents gave the facility a top rating overall.

The residents had religious freedom and were aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. CLOTHING AND ALLOWANCE

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Shamrock Forbes provides appropriate clothing, items of necessity, and allowances to the residents. Shamrock Forbes supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with at least the required minimum weekly allowance that they were able to increase based on the agency’s behavioral system.

Shamrock Forbes provides residents with adequate personal care items and sufficient, secure space to store their personal items.

The residents had life books.

Recommendations

There are no recommendations for this section.